



## HRG Memorandum 13-08

**To: KEHP Human Resource Generalists (HRGs)**

**From: Department of Employee Insurance**

**Re: Member experience/customer service**

**Date: May 16, 2013**

Commonwealth of Kentucky  
Personnel Cabinet  
Department of Employee Insurance  
2<sup>nd</sup> Floor, State Office Building  
501 High Street  
Frankfort, Kentucky 40601

Web Site: [kehp.ky.gov](http://kehp.ky.gov)

DEI always looks for ways to improve our service level to our HRGs and members. We recently discovered members often call the Enrollment Information Branch (EIB) instead of the Member Services Branch (MSB). Because we receive thousands of calls a month, we want to remind you of the most efficient way to reach our teams.

Members should **always** call 888-581-8834, and select Option 1 to speak to a MSB representative. Please do not give members EIB's phone number.

HRGs who have questions pertaining to enrollment, eligibility, application status, or update form status should call 888-581-8834, and select Option 2 (local 564-1205) to speak to an EIB representative. Calling 888-581-8834 and selecting Option 2 directs the caller to the next available EIB representative. Please refrain from calling an EIB staff member's direct line.

HRGs and Billing Liaisons who have questions pertaining to health insurance premiums, FSA or HRA billing and/or payments, should call 888-581-8834, and select Option 3 (local 564-9097 or you may direct dial your assigned representative).

We hope this information helps to improve the level of service you and your employees receive when contacting us.

